
**REASONABLE
ACCOMMODATIONS**

The following information is an excerpt from the **Non-Discrimination in Services** document.

The requirements of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504) apply to all Michigan Department of Health and Human Services (MDHHS) programs services and activities. These requirements involve screening and assessment as well as redeterminations and the appeal of negative actions.

MDHHS must furnish reasonable accommodations if necessary to afford a qualified individual with a disability an equal opportunity to participate in and receive the benefits of available services, programs, or activities. Reasonable accommodations or reasonable modifications in this context mean:

- Modification (when possible) of deadlines, rules, policies and practices.
- Removal of architectural, communication or transportation barriers.
- Provision of auxiliary aids and services necessary for a person with a disability to obtain public services.

All disability related barriers or limitations and all reasonable and necessary accommodations must be prominently noted in the case file in a location where they will be immediately obvious to any MDHHS staff that accesses the file.

Access to this information is to ensure that accommodations will be provided in all instances, including when cases are transferred or the regular caseworker is unavailable.

This information also must be disclosed prominently when the client or case is referred to another MDHHS entity or staff person, including the Office of Child Support, Recoupment Specialist, Administrative Hearings, etc.

**Notification of
right to request
reasonable
accommodations**

If the client discloses a disability, or if the adult services worker feels an accommodation is accessed for participation, the adult services worker will inform the client that it is the client's right to request a reasonable accommodation.

Adult services worker will provide the client with form **DHS-4428-A, Client Reasonable Accommodation Request**. This form can be obtained in the MDHHS Forms Library.

All MDHHS adult services worker are expected to inform the client that disclosure of disability information is voluntary and that the information may be shared pursuant to the administration of the program. MDHHS cannot provide extra help or services, or modify procedures to accommodate a disability of any household member, unless the disability is disclosed.

Adult services workers must explain that information about disabilities will be used to make sure all eligible individuals are able to receive benefits available through programs administered by MDHHS, but that disclosure of a disability is not an automatic approval of Medicaid or other services.

If an individual chooses not to disclose a disability that is not otherwise obvious, MDHHS is not responsible for providing an accommodation.

Disclosure of a disability is always voluntary.

The entire **Non-Discrimination in Service Delivery** document is available on the Adult Services Intranet home page under the link [Reference Materials](#).

**PERSON CENTERED
CASE PLANNING**

The adult services worker views each client as an individual with specific and unique circumstances and will approach case planning holistically from a person-centered, strength-based perspective.

Person-centered, strength-based case planning focuses on the following:

- Client as decision-maker in determining needs and case planning.
- Client strengths and successes, rather than problems.
- Client as their own best resource.
- Client **empowerment**.

The adult services worker's role includes being an advocate for the client. **As advocate, the worker will:**

- Assist the client to become a self-advocate.
- Assist the client in securing necessary resources.
- Inform the client of options and educate him/her on how to make the best possible use of available resources.
- Promote services for clients in the least restrictive environment.
- Ensure that community programming balances client choice with safety and security.
- Advocate for protection of the frail, disabled, and elderly.
- Promote employment counseling and training services for developmentally disabled persons to ensure inclusion in the range of career opportunities available in the community.

PARTNERSHIPS

The adult services worker works cooperatively with other agencies to ensure effective coordination of services; see **ASM-085, Coordination with Other Agencies**.